

East Sussex Community Voice

Privacy Statement

Policy Schedule

Version	Date of next review by ESCV Board	Date of adoption by ESCV Board
1	n/a	30 th March 2021
2	March 2023	
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This Privacy Statement sets out the data processing practices carried out by East Sussex Community Voice [including Healthwatch East Sussex].

We retain and use personal data (information that relates to and identifies living people) to help us carry out our role as the local independent champion for people who use health and social care services.

[Please click here to find out more about our purposes.](#)

Our commitment to your personal information

We will always make sure that your information is protected and treated securely.

Any information that you give will be held in accordance with:

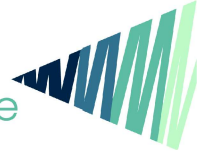
- Data Protection Act 1998
- As of 25 May 2018, the new data protection legislation introduced under the General Data Protection Regulation (GDPR) and Data Protection Bill.

Information we collect

We collect personal information from visitors to this website through the use of online forms and every time you email us your details. We also collect feedback and views from people about the health and social care services that they access. In addition, we receive information about our own staff and people who apply to work for us.

Personal information about you may be used for the following purposes:

- in our day-to-day work, such as research, engagement and information and signposting;
- to send you our newsletter or other relevant information where you have requested it;



- to respond to any queries you may have;
- to improve the quality and safety of services;
- to train staff.

We have included much more detail about each of the above and other various types of information we process under each of the headings listed within this statement. They are:

- Information about people who use our website;
- Information about people who share their experiences with us by other means;
- Information about people who contact our Information and Signposting Service;
- Information about our own staff, volunteers and anybody applying to work for us.

Security - keeping information safe and secure

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption.

We have put in place physical, electronic, and managerial procedures to safeguard and secure the information you provide to us.

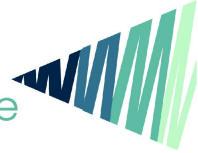
Only authorised employees and contractors under strict controls will have access to your personal information. Our security includes:

- Encryption
- Access controls on systems
- GDPR training for all staff
- Information security training for all staff
- GDPR and Information Security training for Board members and volunteers who may or will have access to personal data.

Information about people who use our website

Please note that this statement does not cover links within this website to other websites.

We collect personal information from visitors to our website through the use of online forms and every time you email us your details. When you browse through the information on this website, it does not store or capture your personal information.



We do log your IP address (as it is automatically recognised by the web server) but this is only so you can download this website onto your device rather than for any tracking purpose; it is not used for any other purpose.

User provided information

When you use our website, as a user or as a visitor, you may provide, and we may collect Personal Data. Examples of Personal Data include your name and email address. Personal Data also includes other information, such as geographic area or your preferences, when any such information is linked to information that identifies a specific individual. We will only collect personal information provided by you.

We will only collect personal information provided by you, such as:

- feedback from surveys and online forms
- email addresses and telephone number (if provided)
- preferred means of communication

Measuring website usage (Google Analytics)

We use [Google Analytics](#) to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better.

Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

We also collect information on the number of times particular search terms are used and the number of failed searches. We use this information to improve access to the site and to identify gaps in the information content so we can plan appropriate expansion of the system.

Unless the law allows us to, we do not:

- share any of the information we collect about you with others
- use this information to identify individuals.

Cookies

A cookie is a small file, typically of letters and numbers, downloaded on to a device when the user accesses certain websites.

Please be aware that some systems on our website require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

Our website uses cookies to help to identify and track visitors and their website access preferences. We use traffic log cookies to identify which pages are being



used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

We will never collect and store information about you without your permission. Find out more about our use of Cookies <https://www.gov.uk/help/cookies>

Third party cookies

We use videos from YouTube and feeds from other websites such as Facebook and Twitter. These third-party websites place cookies on your device when watching or viewing these pages.

Below are links to their cookie policies:

- [Google and YouTube](#)
- [Facebook](#)
- [Twitter](#)

Disabling cookies

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer, however this may prevent you from taking full advantage of the website.

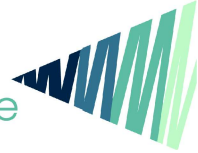
Website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the East Sussex Community Voice/Healthwatch East Sussex website.

There is more information about how to delete or stop using cookies on www.aboutcookies.org If you wish, you can also opt out of being tracked by Google Analytics.

How we will use your personal information

Personal information about you can be used for the following purposes:

- in our day-to-day work;
- to send you our newsletter where you have requested it;
- to respond to any queries you may have;
- to improve the quality and safety of care.



This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly. We will never include your personal information in survey reports.

Signing up to our newsletter

We use a third-party supplier to provide our newsletter service. By subscribing to this service you will be agreeing to them handling your data.

The third-party supplier handles the data purely to provide this service on our behalf. This supplier follows the requirements of the GDPR in how they obtain, handle and process your information and will not make your data available to anyone other than Healthwatch.

Information about people who share their experiences with us by other means

There are a number of ways that we collect feedback from people about their experiences of using health and social care services day to day. This includes:

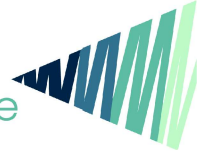
- When people submit information in response to one of our research or engagement projects;
- When people share their experience with us by post;
- We also receive phone calls and requests for information directly from members of the public as part of our Information and Signposting service (see below).
- Enter and View activity
- Face to face engagement activity
- Personal data received from other sources

Where personally identifiable information is collected we will ensure that we have your consent to keep it and we will be clear on how we intend to use your information. We will aim to anonymise information where we can but there may be instances where this is not possible in order to make change happen on your behalf. There may be exceptional circumstances where we can and will keep the data without consent but we must have a lawful basis for doing so, such as for safeguarding purposes.

We ensure that where consent is required it will be freely given, used only for agreed specific and unambiguous purposes and that you are well informed about how the information will be kept. This includes where it will be stored, details on security and for how long it will be kept. We will comply with current data protection legislation at all times.

For any other services we use to handle data via a commercial company or partner, there is always an Memorandum of Understanding (MOU) or contract in place.

Publishing information



In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

Information about people who contact our Information and Signposting Service

In addition to ensuring that the voices of service users, patients and the public are heard by decision makers within health and social care, we also provide an Information Service to help people access, understand, and navigate the health and care in East Sussex. Our trained staff can help people to find out about:

- Health and care services near them
- How to access support and advice
- What to do if they have a concern or complaint
- How to share feedback about services

You do not have to tell the helpline worker anything you don't want to, and you do not have to give your name or location. Any personal information you do give to the helpline will not be shared with any other organisations without your permission.

We record the details of all enquiries securely and use this information to capture trends and help improve people's experiences of health and care in East Sussex. The records of all enquiries are stored and destroyed in line with our data retention policy.

If contact with our service is made by telephone, people will be asked to verbally indicate their consent for us to store information about them and a record of this consent will be maintained on our Customer Relationship Management (CRM) database.

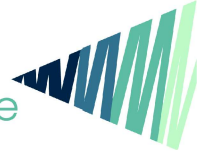
Personal data received from other sources

On occasion we will receive information from the families, friends and carers of people who access health and social care services. We use this data to inform providers and commissioners to help them deliver services that work for you.

Where it is practically possible, we will make sure that we have your consent to use information that is about you. We will only process your personal data where there is a lawful basis to do so under current data protection legislation.

Safeguarding

It is recognised that there may be times when it is appropriate to breach confidentiality for legitimate reasons without permission. The law does not allow us to share your information without your permission, unless there is proof that someone is at risk. This risk must be identified as being serious before we can go against your right to confidentiality.



When we are worried about your physical safety or we feel that we need to take action to protect you from being harmed in other ways, we will discuss this with you and, if possible, get your permission to tell others about your situation.

We may still share your information if we believe the risk to others is serious enough to do so. There may also be rare occasions when the risk to others is so great that we need to share the information straight away. If this is the case, we will make sure that we record the information we share and our reasons for doing so. We will let you know what we have done and why as soon as or if we think it is safe to do so.

Publishing information

In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

Sharing your data with Healthwatch England

We are required to share information with Healthwatch England to ensure that your views are considered at a national level. This enables them to analyse service provision across the country and supply the Department of Health and national commissioners with the information you provide.

[Find out more about Healthwatch England's purpose and what they do.](#)

The information we provide to Healthwatch England contains no personally identifiable data. Any information that is used for national publications is anonymised and will only be used with the consent of a local Healthwatch.

Our data systems

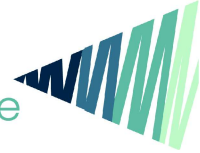
Healthwatch England provides a secure digital system for local Healthwatch to manage their data. Other organisations process the data contained within it on behalf of local Healthwatch and a Data Processing Agreement is in place to ensure that this is held securely and according to current data protection legislation.

Healthwatch England is a committee of the Care Quality Commission (CQC) but acts independently. These organisations must comply with all legal requirements and do not reuse any data for any other reason or make it available to others.

Information about our own staff and people applying to work with us

We need to process personal data about our own staff (and people applying to work for us) so that we can carry out our role and meet our legal and contractual responsibilities as an employer.

The personal data that we process includes information about racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check we are promoting and ensuring diversity in our workforce and to make sure we are



complying with equalities legislation.

Our employees decide whether or not to share this monitoring data with us, and can choose to withdraw their consent for this at any time. Employees who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we are required to process includes information on qualifications and experience, pay and performance, contact details and bank details.

We check that people who work for us are fit and suitable for their roles. This may include asking people to undertake [Disclosure and Barring Service](#) (DBS) checks.

People joining Healthwatch East Sussex will be asked to complete a 'declaration of interests' form to identify any services with which they have close links (for example, because they have previously worked there or because the service is run by a close relative) or any other issues which could cause a perceived conflict of interest. Staff are regularly asked to update these forms.

We have a legal obligation to comply with the Freedom of Information Act 2000 and this may include the requirement to disclose some information about our employees - especially those in senior or public facing roles. We also publish some information about our staff, including the names and work contact details of people in some roles.

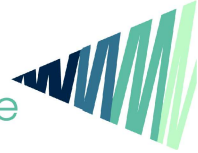
How we share information with other organisations

We only share personal information with other organisations where it is lawful to do so and in accordance with our Information Governance Policy. Information is shared in order to fulfil our remit which is to pass on your experiences of care to help improve them on your behalf.

We work with Healthwatch England, the Care Quality Commission (CQC), local commissioners, NHS Improvement and our local authority to make this happen. We can also engage external suppliers to process personal information on our behalf.

We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure - for example, we may disclose information to CQC or a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.



We sometimes use other organisations to process personal data on our behalf. Where we do this, those companies are required to follow the same rules and information security requirements as us. They are not permitted to use reuse the data for other purposes.

We do not sell personal information to any other organisation for the purposes of direct marketing.

Retention and disposal of personal data

We use a retention and disposal schedule to guide how long we keep different types of records and documents for, including records and documents containing personal data. Personal data is deleted or securely destroyed at the end of its retention period. For more information on this please contact us.

Your right to access information about you

If you think we may hold personal data relating to you and want to see it please write to enquiries@healthwatcheastsussex.co.uk

When we receive a request from you in writing, we must normally give you access to everything we have recorded about you. However, we will not let you see any parts of your record which contain:

- Confidential information about other people; or
- Information a care professional thinks will cause serious harm to your or someone else's physical or mental wellbeing; or
- If we think that a crime may be prevented or found out by disclosing information to you.

This applies to paper and electronic records. If you cannot ask for your records in writing, we will make sure there are other ways you can apply.

Correcting or deleting your personal data

If you know that we are holding your personal data and believe that it may be wrong, or if you want it to be deleted or for us to stop using it, you have a right to request that it can be deleted or amended.

Please make your objection in writing to enquiries@healthwatcheastsussex.co.uk
OR send it by post to: Healthwatch East Sussex, Greencoat House, 32 St Leonards Road, Eastbourne, East Sussex, BN21 3UT

Complaints about how we look after or use your information

If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details [on their website](#).

Our contact details and key roles



Healthwatch East Sussex is data controller for all of the personal data that you provide us with.

Any issues relating to the processing of personal data by or on behalf Healthwatch East Sussex may be addressed to:

Healthwatch East Sussex
Freepost RTTT-BYBX-KCEY
Healthwatch East Sussex
Greencoat House
32 St Leonards Road
Eastbourne
East Sussex
BN21 3UT

Telephone: 0333 101 4007

Email: enquiries@healthwatcheastSussex.co.uk